

# CASHNet Statement Frequently Asked Questions

For your convenience, APU uses an online billing and payment system made available through an outside vendor, CASHNet. In late June, after you've registered for classes, you can access your CASHNet account via [home.apu.edu](http://home.apu.edu). Once you've logged in with your APUNetID and password, click on "Visit CASHNet" on your One Stop Tab at [home.apu.edu](http://home.apu.edu).

## **Will I or my parents receive a paper statement in the mail?**

No, we are saving trees! Because we use CASHNet, we do not mail out paper statements to students or parents. In fact, only students will receive electronic statement information (via their CASHNet account) unless the student sets up an "authorized payer." See below for further details.

## **When can I view my online statement?**

Statements are posted in the middle of the month starting in June and can be viewed online at any time.

## **Will I get monthly email reminders of when my statement is available?**

Yes. But make sure to add [cashnet@apu.edu](mailto:cashnet@apu.edu) as one of your email contacts. Otherwise, the reminder may end up in your junk folder.

## **When are payments due?**

Payment due dates depend on which payment plan you have selected. Visit [www.apu.edu/onestop/finances/payment/plan/](http://www.apu.edu/onestop/finances/payment/plan/) for more information.

## **Can parents or spouses see a student's statement or make a payment online?**

Yes, but only if the student gives that person access. Students must set up "authorized payer" accounts to allow others, such as parents, spouses, or employers, to view their statements and make payments online.

Instructions for setting up an authorized payer account (available beginning in late June):

1. Log in to [home.apu.edu](http://home.apu.edu) and click on "Visit CASHNet" on your One Stop Tab at [home.apu.edu](http://home.apu.edu).
2. In the "Parent PINs" section, click "Add New." Choose a unique username and enter that person's email address. Select whether or not you want this payer to be able to log in and/or receive statement notification by email. Click "OK." If that username is already taken, you'll see the error message "Parent PIN already exists," and you'll need to choose a different username.
3. Once you have created the account, notification will be sent to the payer's email address with a temporary password and a link to CASHNet: <https://commerce.cashnet.com/apupay>.
4. When that authorized payer logs on to CASHNet, he or she will need to create a new password. Then the payer will be able to view your statements and/or make payments to your account.
5. To set up another authorized payer, start again with step 2.

Please remember your passwords! For your protection, the system will not remember them for you. Should you have any further questions, please contact One Stop at the information below.